UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/646,133	08/22/2003	Robert Keane	03-011	8889

37420 7590 12/21/2006

VISTA PRINT USA INC.
ATTN: PATENT COUNSEL
100 HAYDEN AVENUE
LEXINGTON, MA 02421

EXAMINER	
VUU, HENRY	
ART UNIT	**PAPER NUMBER**
2179	

SHORTENED STATUTORY PERIOD OF RESPONSE	MAIL DATE	DELIVERY MODE
3 MONTHS	12/21/2006	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

Office Action Summary	Application No.	Applicant(s)	
	10/646,133	KEANE, ROBERT	
	Examiner	Art Unit	
	Henry Vuu	2179	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *22 August 2003*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-27* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-27* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *22 August 2003* is/are: a)☒ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date *8/22/2003*.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 1 - 27 are rejected under 35 U.S.C. 102(e) as being anticipated by Matthews et al. (Publication No. 2004/0139156).

As to independent claims 1, 10, 14, and 19, Matthews et al. teaches a system/method for:

A remote assistance system (see e.g., [0016], lines 1 – 8; i.e., remote assistance corresponds to a technical solution for enabling a person to person assistance over a communication network in order to supply support of a product or service) comprising one or more user systems (see e.g., Fig. 26; i.e., Thin Client 702, PDA 704, and Business Partner 716), each user system being operatively connected to a network (see e.g., para. [0016], lines 1 – 3; i.e., communications network) and having a user processor (see e.g., Fig. 26 and para [0016], lines 3 – 8; i.e., client computer 702, 704, and 716 is able to execute a computer program, wherein those skilled in the art would appreciate that a client computer that is able to execute a program will include a

processor), one or more user tools running on the user processor (see e.g., para. [0016], lines 3 – 8; i.e., product and system support tools for enabling product and service assistance), and a user display displaying the results of the user's operation of the one or more user tools to the user of the user system (see e.g., para. [0016], lines 24 – 30; i.e., the "face to face" virtual environment allows the human assistant to view the same computer display as the human user requesting for assistance), one or more remote support systems (see e.g., Fig. 26 and para. [0016], lines 6 – 7; i.e., routing the request for assistance corresponds to one or more support systems within an organization, wherein the request is routed to an assistant with more knowledge in the area among a plurality of assistants), each remote support system being operatively connected to the network (see e.g., para. [0016]; lines 1 – 3; i.e., person to person assistance over a communications network) and having a support processor (see e.g., para. [0016], lines 18 – 19; the human assistant is seated at a computer device), a support display (see e.g., para. [0016], lines 26 – 30; i.e., the human assistant is able to view the same display as the human user requesting for help), and one or more programs running on the support processor (see e.g., para. [0016], lines 3 – 8; i.e., system support tools) adapted to allow an operator of the support system to view substantially the same information as is being displayed on at least one user display (see e.g., para. [0016], lines 26 – 30), means for establishing a communication connection between a user of a user system and an operator of a remote support system (see e.g., para. [0021], lines 1 – 7; i.e., the computer program is executed on the computers to establish a connection over a computer network to a human

information provider) such that the user of the user system can submit inquiries to (see e.g., para. [0040], lines 1 – 9; the help requester can select a help object to send a message or establish a link to request for technical support) and receive responses from the operator of the remote support system (see e.g., para. [0039], lines 4 – 7; i.e., the student helper logs into a digital device to handle questions provided by users requesting for help), and means for establishing a communication connection between the user system and the remote support system (see e.g., para [0016], lines 1 – 3; i.e., person to person link over a communication network for technical solution between a help assistant and user requesting for support) such that the support system can obtain user display information over the network while the operator is communicating with the user over the first communication connection (see e.g., para. [0047], lines 14 – 17; i.e., synchronous video, synchronous voice, screen sharing and application sharing corresponds to displaying information over the network while the operator is communicating with the user over the first communication connection).

As to dependent claims 2, 11 and 15, Matthews et al. teaches:

The system of claim 1 wherein the one or more programs running on the support processor (see e.g., para. [0016], lines 3 – 8; i.e., the programs corresponds to the system support tools, wherein the system support tools are programs executed to establish a connection between helper and requester) allow the operator of the support system to control the user system such that the operator can cause the results displayed on the user display to be modified (see e.g., para. [0016], lines 26 – 30; i.e.,

the human assistant is able to view the same computer display as the human user and even manipulate the requesters display to illustrate modifications).

As to dependent claim 3, Matthews et al. teaches:

The system of claim 1 further comprising means for requesting remote support for a user of a user system (see e.g., para. [0040], lines 1 – 9; the help requester can select a help object to send a message or establish a link to request for technical support), and a server system operatively connected to the network (see e.g., para. [0083]; i.e., the servers are connected to the network though data communication links 43), the server system having means, responsive to the request for remote support (see e.g., para. [0129], lines 10 – 12; i.e., the help request 410 initiated by help requester 400 is sent to help facilitator web server 412 for further processing), for selecting an available one of the one or more remote support systems to provide remote support to the user (see e.g., para. [0129], lines 12 – 18; i.e., server 412 initiates a request via communication line 418 to a help facilitator) and for supplying the request for support to the selected one of the one or more remote support systems (see e.g., para. [0129], lines 12 – 18; i.e., the request for help is delivered to the appropriate help facilitator knowledge base 416).

As to dependent claim 4, Matthews et al. teaches:

The system of claim 3 wherein the server system (see e.g., para. [0083]; i.e., the servers are connected to the network though data communication links 43) further comprises a queue for holding requests for remote support if a support system is not

available (see e.g., para. [0130]; i.e., data store 426 is a queue for holding requests for remote support, such as holding the request for assistance if helpers are not avaliable).

As to dependent claim 5, Matthews et al. teaches:

The system of claim 1 wherein the communication connection between the user of a user system and the operator of a remote support system is an audio connection (see e.g., para. [0021], lines 3 – 7; i.e., the established connection over a computer network is an audio link having the voice of the human information provider).

As to dependent claim 6, Matthews et al. teaches:

The system of claim 5 wherein the audio connection is a telephone connection (see e.g., para. [0030], lines 8 – 15; i.e., the audio connection can include telephony, live one or two way video, chat, and email support).

As to dependent claim 7, Matthews et al teaches:

The system of claim 5 wherein the audio connection is a voice-over-IP connection (see e.g., para. [0205], lines 1 – 5; i.e., the information provider can communicate through real time voice, such as voice over IP).

As to dependent claim 8, Matthews et al. teaches:

The system of claim 1 wherein the communication connection between the user of a user system and the operator of a remote support system is a video connection (see e.g., para. [0016], lines 19 – 30; i.e., the communication connection between the user and the operator of the remote system includes video signals carrying the assistant's image to the user terminal).

As to dependent claim 9, Matthews et al. teaches:

The system of claim 1 wherein the communication connection between the user of a user system and the operator of a remote support system is a text messaging connection (see e.g., para. [0082], lines 20 – 22; i.e., wired or wireless text based communication link).

As to dependent claim 12, Matthews et al. teaches:

The system of claims 1 or 10 wherein the one or more user tools include at least one design tool (see e.g., para. [0016], lines 3 – 8; i.e., product and system support tools for enabling product and service assistance) for allowing a user of the user system to edit an electronic document (see e.g., para. [0121]; i.e., the system support tool allows the assistant to gain control of the users system remotely, wherein the assistant can select digital device display objects and enter data at appropriate locations using a keyboard).

As to dependent claim 13, Matthews et al. teaches:

The system of claims 1 or 10 wherein the one or more user tools execute in a browser program running on the processor (see e.g., Fig. 4 – Fig. 18 and para. [0069]).

As to dependent claims 16, 17, and 18, Matthews et al. teaches:

The system of claims 10 or 14 wherein inquiries are submitted (see e.g., para. [0040], lines 1 – 9; the help requester can select a help object to send a message or establish a link to request for technical support) and responses are received by audio, text, and video (see e.g., para. [0030], lines 8 – 15; i.e., telephony, e-mail, and live one or two way video respectively).

As to independent claim 20, Matthews et al. teaches:

A method of providing assistance from an operator of a support system (see e.g., [0016], lines 1 – 8; i.e., remote assistance corresponds to a technical solution for enabling a person to person assistance over a communication network in order to supply support of a product or service) having a support display to a user on a remote user system having a user display (see e.g., para. [0030], lines 13 – 15; i.e., one or two way video), the method comprising establishing one or more alert conditions (see e.g., para. [0025], lines 6 – 10; i.e., establishing a alert condition corresponds to the user computer sending a connection request to an information provider organization that is capable of providing live information about the product), monitoring the remote user system for the occurrence of one or more of the alert conditions (see e.g., para. [0016], lines 3 – 8; i.e., monitoring the occurrence of an alert corresponds to the system support tools capability to route the request for help to an appropriate human assistant), in response to detection of one or more of the alert conditions, establishing a communication connection between the user of the user system and the operator of the support system (see e.g., para. [0016], lines 10 – 15; i.e., the user system establishes a network connection with the help assistant), establishing a communication connection between the user system and the support system (see e.g., para. [0016], lines 10 – 15), and displaying substantially the same the information on the support display as is being displayed on the user display (see e.g., para. [0016], lines 26 – 30) while the user and the operator communicate over the communication connection between the user and the operator (see e.g., para. [0041], lines 1 – 9; i.e., the communication over a connection can be in the form of text, video, and voice,).

As to independent claim 21, Matthews et al. teaches:

A method of providing assistance from an operator of a support system (see e.g., [0016], lines 1 – 8; i.e., remote assistance corresponds to a technical solution for enabling a person to person assistance over a communication network in order to supply support of a product or service) having a support display to a user on a remote user system having a user display (see e.g., para. [0030], lines 13 – 15; i.e., one or two way video), the method comprising establishing one or more alert conditions (see e.g., para. [0025], lines 6 – 10; i.e., establishing a alert condition corresponds to the user computer sending a connection request to an information provider organization that is capable of providing live information about the product), monitoring the remote user system for the occurrence of one or more of the alert conditions (see e.g., para. [0016], lines 3 – 8; i.e., monitoring the occurrence of an alert corresponds to the system support tools capability to route the request for help to an appropriate human assistant), in response to detection of one or more of the alert conditions, generating a message to the user of the user system inquiring if the user would like assistance from the support system (see e.g., Fig. 13 and para. [0120]; i.e., the student/assistant is requesting permission to assist the user requesting for help, wherein the user requesting for help will grant the assistant permission by manipulating an object on the screen, such as message 290), if the user indicates that the user would like assistance (see e.g., para. [0120]; i.e., the user manipulates an object on the screen to accept assistance from the helper), establishing a communication connection between the user of the user system and the operator of the support system (see e.g., para. [0016], lines 10 – 15; i.e., the

user system establishes a network connection with the help assistant), establishing a communication connection between the user system and the support system (see e.g., para. [0016], lines 10 – 15), and displaying substantially the same the information on the support display as is being displayed on the user display (see e.g., para. [0016], lines 26 – 30) while the user and the operator communicate over the communication connection between the user and the operator (see e.g., para. [0041], lines 1 – 9; i.e., the communication over a connection can be in the form of text, video, and voice,).

As to dependent claim 22, Matthews et al. teaches:

The method of claims 19, 20 or 21 further comprising the operator causing the information displayed on the user display to be modified (see e.g., para. [0016], lines 26 – 30; i.e., the human assistant is able to view the same computer display as the human user and even manipulate the requesters display to illustrate modifications).

As to dependent claims 23, 24, 25, 26, and 27, Matthews et al. teaches:

The method of claims 19, 20 or 21 wherein the communication connection between the user of a user system and the operator of a remote support system is an audio connection (see e.g., para. [0030], line 14; i.e., chat corresponds to an audio connection), telephone connection (see e.g., para. [0030], line 14; i.e., telephony), voice-over-IP connection (see e.g., para. [0205], lines 1 – 5; i.e., the information provider can communicate through real time voice, such as voice over IP), video connection (see e.g., para. [0030], lines 13 – 14; i.e., live one or two way video), and text messaging connection (see e.g. para. [0030], line 15; i.e., e-mail).

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Prior art Patent No. 5,933,479 can be applicable and pertinent to applicant's disclosure. Prior art disclosed by Michael al. discloses a video conferencing interface unit that is coupled to a second local communication for converting audio and video signals for transmission via a telephone line to a central service site.

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Prior art Patent No. 7,149,936 can be applicable and pertinent to applicant's disclosure. Prior art disclosed by Deshpande al. discloses a videoconferencing application that uses audio and video signals to capture an image of the device that needs to be services in order for the technician to remotely assist adjustments and configurations.

Inquiries

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Henry Vuu whose telephone number is (571) 270-1048. The examiner can normally be reached on 8-5.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Weilun Lo can be reached on (571) 272-4847. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Henry Vuu

12/15/2006

BA HUYNH
PRIMARY EXAMINER